

Questions?

You can contact us at:

SUSAN COHEN, CITY AUDITOR

700 Fifth Avenue, Suite 4090
Seattle, WA 98104
Telephone: (206) 233-1093
Email: susan.cohen@ci.seattle.wa.us
Website: cityofseattle.net/audit

EILEEN M. NORTON, ASSISTANT CITY
AUDITOR

700 Fifth Avenue, Suite 4090
Seattle, WA 98104
Telephone: (206) 233-1092
Email: eileen.norton@ci.seattle.wa.us
Website: cityofseattle.net/audit

MEGUMI SUMITANI, ASSISTANT CITY
AUDITOR

700 Fifth Avenue, Suite 4090
Seattle, WA 98104
Telephone: (206) 233-1096
Email: megumi.sumitani@ci.seattle.wa.us
Website: cityofseattle.net/audit



Office of City Auditor
700 Fifth Avenue, Suite 4090
Seattle, WA 98104
Phone (206) 233-3801
Fax (206) 684-0900
Website: cityofseattle.net/audit

OFFICE OF CITY AUDITOR
SEATTLE, WASHINGTON

Construction Projects

Quality Assurance Services



QUALITY ASSURANCE SERVICES

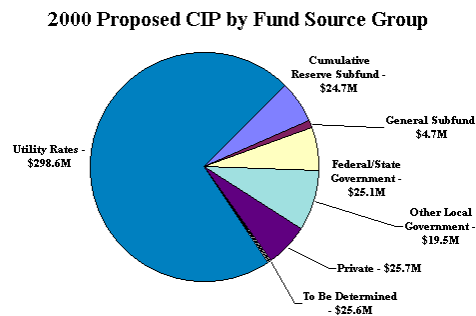
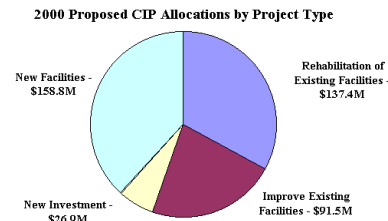
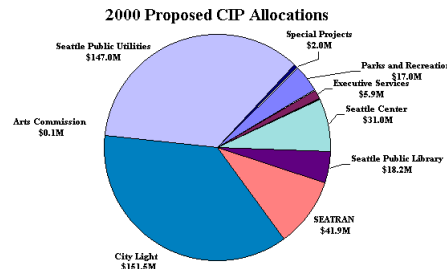
In providing quality assurance services, the Office of City Auditor will monitor and assist ongoing projects to ensure that:

- project objectives will be achieved and are reasonable;
- all options have been identified and thoroughly analyzed;
- quantitative and qualitative analyses are complete and accurate; and
- a project plan has been established and project staff are adhering to the plan.

In addition, we will assist in identifying the best practices used by other jurisdictions to accomplish project objectives, and in determining whether project management skills are at an appropriate level.

- Examples: Municipal Campus cost calculations, Municipal Court Collection request-for-proposal and contract negotiation, and development of computer systems.
- Primary customers: Mayor, City Councilmembers, department directors, and project managers.
- Distribution of Final Reports or Memorandums: Mayor, City Councilmembers, department directors, and project managers.

CITY OF SEATTLE CAPITAL IMPROVEMENT PROGRAM



WHAT MAKES A PROJECT SUCCESSFUL?

- ♦ A CLEAR, CONCISE AND WELL-ORGANIZED CONTRACT
- ♦ A WELL-DEFINED SCOPE
- ♦ PROJECT TEAMS THAT UNDERSTAND AND COMPLY WITH CONTRACT PROVISIONS
- ♦ A CLEAR UNDERSTANDING OF THE PARTIES' ROLES AND RESPONSIBILITIES
- ♦ INTERNAL AND EXTERNAL PERFORMANCE MONITORING (THAT'S US AUDITORS!!)
- ♦ ENSURING PROPER PROJECT DOCUMENTATION IS MAINTAINED
- ♦ WELL-DEVELOPED PROCEDURES FOR CHANGE ORDERS
- ♦ SIMPLIFIED COST AND SCHEDULE CONTROL SYSTEMS
- ♦ EFFECTIVE, FORMAL LINES OF COMMUNICATION BETWEEN PROJECT TEAMS
- ♦ QUALIFIED AND EXPERIENCED PROJECT MANAGEMENT PERSONNEL
- ♦ ALIGNING THE OWNER'S AND CONTRACTOR'S PROJECT GOALS